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CONFIRMATION NO. 1802

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| SERIAL NUMBER 10/621,750 | FILING OR 371(c) DATE 07/17/2003 RULE | CLASS 705 | GROUP ART UNIT 3629 | ATTORNEY DOCKET NO. END919990078US4 | |
| APPLICANTS Darin W. Buchtel, Boulder, CO; Rosemarie Livigni, Louisville, CO; Russell Edward Mandel, Bethel, CT; Mark P. Meredith, Marietta, GA; Lynne M. Salinkas, Lafayette, CO; | | | | | |
| ** CONTINUING DATA ***** This application is a CIP of 10/002,023 10/18/2001 ABN which is a CIP of 09/668,209 09/22/2000 ABN which is a CIP of 09/406,063 09/27/1999 ABN | | | | | |
| ** FOREIGN APPLICATIONS ***** NONE | | | | | |
| IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 10/20/2003 | | | | | |
| Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <input checked="" type="checkbox"/> Allowance <input checked="" type="checkbox"/> Examiner's Signature <i>James</i> Initials <i>SM</i> | | STATE OR COUNTRY CO | SHEETS DRAWING 4 | TOTAL CLAIMS 22 | INDEPENDENT CLAIMS 3 |
| ADDRESS 30400 | | | | | |
| TITLE Methods for improving an organization using cultural characteristics defined by leadership from customer research | | | | | |
| FILING FEE RECEIVED 916 | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: | | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit | | |